



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

SYSTEMS SUPPORT TECHNICIAN III

Job Number: 20001505

Job Code: 73120V000101

Job Group: 7300 - INFORMATION MANAGEMENT SYSTEMS

Job Established: 07/01/1993

Job Revised: 02/24/2006

Grade: 12 Salary (MIN - MID):

\$14,938-\$19,789 - Hourly

\$2,427.44-\$3,215.72 - 37.5 Hr. Monthly Salary

\$2,589.26-\$3,430.10 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Under general direction, manages agency hardware, systems software and provides applications support, including maintenance of data dictionaries, equipment and software installations and upgrades, data conversions and change control functions. Serves as local area network (LAN) or departmental system administrator. Coordinates multiple local area networks within an agency. Provides technical support for implementation of the data security plan; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE:

Must have two years of professional systems support experience.

Substitute EDUCATION for EXPERIENCE:

Related technical or vocational training will substitute for the bachelor's degree requirement on a year for year basis. A master's degree in computer science will substitute for one year of the experience requirement.

Substitute EXPERIENCE for EDUCATION:

Experience in computer programming, network services, systems support or production support will substitute for the bachelor's degree requirement on a year for year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Writes routines for system critical procedures, such as system start up, shut down, back up and recovery of databases. Installs and tests new or modified systems and system upgrades, performs file compressions, develops and maintains system utilities. Writes programs to test hardware and software. Writes programs for systems management, communications and specialized applications. Prepares portions of agency data security plan and defines user access profiles. Installs and maintains complex equipment and software such as operating systems, workstations, peripherals, communications devices, control systems, proprietary software packages, networking software, query languages, information dissemination tools, electronic mail and data base management software. Performs complex system generations, network device configuration generations, workstation set ups and assigns node or network address definitions. Installs and monitors performance of servers on local area networks. Performs diagnostics and problem resolution with network support staff. Participates in formulation of integrated support plans for multiple local area networks. Takes action to mitigate network or system degradation. Writes technical documentation and user manuals. Receives complex problem reports, and resolves or refers to appropriate personnel. Provides technical assistance to other information systems staff; participates in systems recovery and provides emergency assistance.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title typically perform duties in an office setting.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.